**Bahrain Polytechnic**

2009-2010

**World of Work Report**

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IntroductionPurpose:   
 **The purpose of this is to learn how to write a report. This report will be looking at the Information of Technology employment sector in Bahrain.  
This report will include findings about the sector in Bahrain, especially the Skills Gaps.  
Also it will include some recommendations to improve the skills gaps so the students can be successful in this sector.**Terms of Reference:  **There are three tutors, who asked for this report and will read it. They are Mr. Roger Quinn from Academic Skills, Miss. Fatima Wali from English and Miss Larissa Grice from IT.  
The due date for this report will be on the 17th of June 2010.**Methods:  **The methods were used for gathering information about this subject was Interviewing an experienced person in IT sector, manager or an HR manager. Also search for academic information on the web.  
This information was found by interviewing a manager or an HR manager in IT sector, Pro-Quest academic website, Allen Report (Tamkeen Report) and Google.**

# Findings

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Description:  
 **According to Bahrain.com the Information Technology sector in Bahrain is existed since 40 years. Bahrain proud the Middle East’s most liberal and advance information, communications and technology (ICT) infrastructure and policies.  
Bahrain was the leader in the gulf with the technology and the first user. The forward open-minded thinking of Bahrainis have proved that Bahrain is a great ground for the introduction of new technologies to the region and Bahrain has experienced a fast rate of innovation.  
The island has one of the highest mobile and internet penetration rates in the region.  
Bahrain was the first country in Middle East installs a computer and that was in 1978, introduce 3G & 3.5G high-speed connections and introduce and applied the concept of smart card in 2005.  
The Bahrain information of technology market is expected to reach 375 billion dollars in 2010, because of the high demand for IT products and services from the private and public fields.  
Bahrain also offers low entrance costs and its underdeveloped market is rich with opportunity. Bahrain is also the first and only country in the GCC to have a Free Trade Agreement with the United States of America which increases the exchange of technology and the experts needed in the market, public field and private fields.(** [**www.bahrain.com**](http://www.bahrain.com) **)**

## Three Important Occupations:

**There are three important occupations in the Information of Technology sector in Bahrain as shown in Table 1. Examples of these occupations are**

**Programmer, Network Technician and Security Specialist. The Programmer is a very important**

**Occupation in Bahrain, in every company and**

**Every ministry there is a programmer. The programmer is the one who writes step-by-step instructions**

**That direct computer to process information. These information or programs tell the computer what to do in series of steps. Programmer's is working on a wide range of projects.**

**Programmer can work in manufacturing, engineering, government fields, education and hospitals. The programmer**

**Job is requiring having at least Bachelor certificate with additional professional certificates such as C++ and Java.**

**There is another important occupation in this sector which is Network Technician. Network Technician is the person**

**Who build, maintain and develop computer networks that used by business, the government and education institutes.**

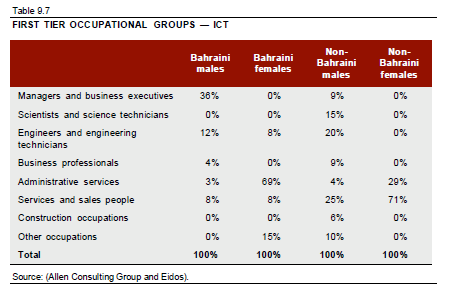
**Networks is linking many desktop computers together which allow users to send e-mails, share data and of course internet connection. This job is requiring a Bachelor certificate**

**and practical skills. Last but not least there is a very important job in the Information of Technology Sector**

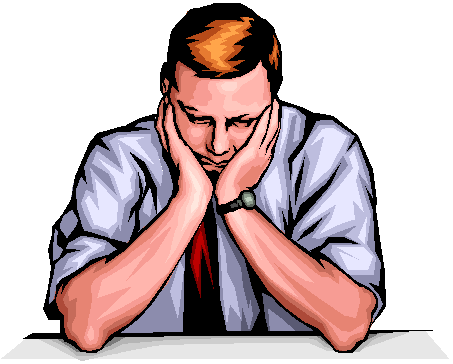
**It is Security Specialist. The Security Specialist is the one who help the government, business and education institute**

**to organize and secure their important data. This man is design and manages applications that protect data such as**

**Firewalls and Anti-Virus. This will provide protection to the data from hackers.**

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## Skills Gaps in IT sector in Bahrain:



**There are many skills gaps in the Information of Technology Sector in Bahrain wich are affecting the efficiency**

**of work. The skills required for the IT Sector are ……………..and……………………as illustrated in Table 1.**

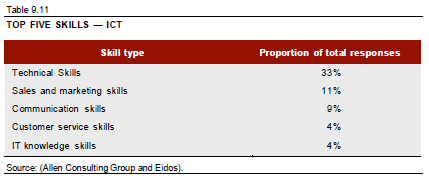
**The technical skills are one of the biggest common skills gaps in the Information of Technology Sector in Bahrain.**

**The management skills is one of the biggest skills gaps also here in Bahrain especially in Information of Technology sector. Also there one important skill which is planning skills**

**or strategy skills. Every employee should have these to achieve and success his or her work.**

**According to Ahmed Al Sammak which is System Engineer at Bahrain Polytechnic, He said that the main skills gaps in**

**The IT sector is Handing over work and documenting the work. He said that these two skills gaps are really harming the efficiency of work and waste a lot of time to process the work and correct the mistakes.**



## Two Skills Gaps in IT sector in Bahrain:

**The two important skills required for this sector is Technical skills and Management Skills.**

**The Technical skills is really important for this sector,**

**Students are studying IT or whatever in universities but they don’t get technical skills. After they graduate they only have information but no skills and in the work if any task handled to them sometimes they don’t know how to start it because they don’t know how to work in real mode.**

**Also the Management skills should be available in employees. Sometimes people have the technical skills but they don't have management skills which is really harming the future of the employee because he can't be the head of the department or a big manager.**

## Causes of Skills Gaps:



**There many causes for skills gaps in the Information of Technology sector in Bahrain. Ahmed Al Sammak said**

**That the main causes of the skills gaps is there is no qualified institute and the process of education is very poor and**

**Lack between manager and employee.**

**Ahmed said that there is no qualified institute to teach and provide updated information to the students so maybe the student is finished his studies but with outdated information.**

**He also complained about the process of education. He said that sometimes the teachers are giving full and good marks for people who help them or give them gifts which are unfair and it's bribing.**

# Conclusion:

**In a conclusion, The World of Work Report talked about the Information of Technology. It discussed the**

**History of the Information of Technology Sector in Bahrain, How it's developed and the future plans to grow this sector. There are three good occupations discussed in this report,**

**Programmer, Network Technician and Security Specialist. All of these occupations is requiring Bachelor certificate,**

**Technical skills and management skills. This report also discussed the skills gaps in the Information of Technology sector**

**Which are Management skills and Technical Skills. It's also discussed the causes of the skills gaps in the IT sector that Ahmed Al Sammak mentioned which are no qualified institute, process of education and the lack between manager and employee.**

# Recommendations:

**There are some recommendations for students so they can achieve the skills gaps and succeed in their work.**

**Ahmed Al Sammak Recommended that the students should work and study so they can get some practical and**

**Management skills. Table 2 illustrates facts of the highest qualifications completed by employees in the IT Sector. It shows that 22.7% of employees in the IT Sector have earned diplomas and certificates. Ahmed Al Sammak said that it's better to study professional certificates not degrees because not everything in degree is required and he said the universities and institutes should see what the market need so they can provide and teach**

**The required and needed information. There should be also workshops for students so they can know how the real world of work is. Also there should be practical education in universities and qualified teachers to achieve this operation.**

**At Last the curriculums should be updated every year so the students get valid updated information**

**because technology is updating every second.**

